

*What is Claimed is*~~CLAIMS~~

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1. A service provision system for use with a communications network to provide a plurality of services to a network user, wherein data relevant to the plurality of services can be made available to the user, and the user can select one or more services to be provided, said system including control means comprising a plurality of software agents, individual agents of said plurality comprising data in respect of respective entities relevant to service provision by means of the network, said system further comprising updating means for updating data held by at least some of said software agents, the control means controlling (the data made) available to the user and responsive to selection of a service by the user to trigger a process for providing the selected service to the user.

2. A system according to Claim 1 wherein said communications network comprises at least in part a mobile communications network and the user has access to said mobile network.

3. A system according to Claim 2 wherein the control means is responsive to transfer of the user between cells of the mobile network, said cells having different resources to offer in respect of services to the user, to update data made available to the user which is affected by said transfer.

4. A system according to Claim 3 wherein at least one of the services potentially available to the user is affected by bandwidth availability in the cell in which the user has access to the mobile network, and the control means may update the data available to the user in terms of either availability of such service or the price at which it would be available.

5. A system according to either of Claims 3 or 4 wherein at least one of the services potentially available to the user involves the downloading of data to the user, which downloading is affected by bandwidth availability in cells of the mobile network, said system further comprising means to store data requested by the

user as a consequence of selecting a service, the control means controlling downloading of said data to the user such that it is stored at times that bandwidth is not available for said downloading, and downloaded subsequently when bandwidth becomes available.

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6. A system according to Claim 5 wherein the control means includes means for tracking the location of the user with respect to the mobile network for the purpose of downloading the data to the user by means of appropriate routing through the communications network or networks.

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*Claim 1*

*a* 7. A system according to ~~any one of the preceding claims~~ wherein the data relevant to the plurality of services includes real-time pricing data such that the user can take the real-time pricing data into account prior to selecting a service.

*Claim 1*

*a* 15 8. A system according to ~~any one of the preceding claims~~ wherein a plurality of said individual agents are each allocated a facility for offering a common service, each of these individual agents holding real-time data in respect of its allocated facility's capacity to offer the service, and the system selects one of the allocated facilities on which to base notification to the user of current conditions  
20 under which a service might be provided.

*Claim 1*

*a* 9. A system according to ~~any one of the preceding claims~~ wherein at least one of said agents comprises means for storing an updatable business strategy, and the system accesses said business strategy prior to making cost-related  
25 service data available to a user, such that said business strategy can be applied to said cost-related service data to modify the data appropriately.

*Add B<sup>3</sup>*